

# The Odisha Gazette

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

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No. 2239 CUTTACK, THURSDAY, DECEMBER 12, 2019 / MARGASIRA 21, 1941

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## HEALTH & FAMILY WELFARE DEPARTMENT

### NOTIFICATION

The 9th December, 2019

**Subject : Guidelines on Awards in the Health Sector under the 5T Initiative.**

No.31970-HFW-SCH-MISC-0027/2019/H.—

#### 1. Background:

Under the 5T initiative of the Government, emphasis is being given to providing quality healthcare services to the people, thus improving patient satisfaction. There are many highly motivated and enthusiastic Medical Officers, Paramedical staff and healthcare teams who are sincerely and consistently working toward improving public service delivery to the people and dealing sensitively with patient care. The dedicated service of such officers and teams merits recognition and reward, to motivate them and others to achieve excellence and higher standards in health services delivery.

#### 2. Objective:

The aim of introducing prize awards is to generate healthy competition amongst employees of Health & Family Welfare Department, inspire them to achieve National Level Quality accreditations, and recognise their accomplishments.

#### 3. Awards:

The structure of the awards will be as follows:—

- (A) **Achieving/sustaining the National Quality Accreditation Standard (NQAS):** All personnel serving in the facility(which includes medical officers, nurses, paramedics, management staff, all housekeeping and security staff, etc.) and the key officers leading the process will be provided one month salary bonus for this achievement in a particular financial year.
- (B) **Achieving Kayakalp/LaQshya certification:** Top three facilities of the State in all categories receiving Kayakalp award and all facilities achieving LaQshya certification.

Persons concerned will be provided half month salary bonus for this achievement in a particular financial year. For Kayakalp it will be all personnel serving in the facility (which includes medical officers, nurses, paramedics, management staff, all housekeeping and security staff, etc.) and the key officers leading the process. For LaQshya it will be the staff working in the Labour Room and Maternity Operation Theatre and the key officers leading the process.

**(C) Top five performing institutions under Mo Sarkar Patient Feedback:**

The institutions will be identified as per data recorded by officers and Call Centres. Every quarter the officers detailed in the responsibility matrix will receive an Appreciation Certificate. Annual achievers will get one LTC abroad (for regular Government employees) or training abroad (for contractual employees).

**(D) Deliveries and surgeries conducted beyond a benchmark target:**

The team performing the delivery/surgery will be awarded with a monetary incentive, as per guidelines to be issued by the Health & F.W. Department.

**(E) Career Awards for healthcare professionals:**

This will be given for outstanding service rendered by a regular Government employee during his or her career span. The selected individuals will be awarded with a promotion to the next level, on the day of retirement.

Regular employees who have served under the Health & F.W. Department for at least 25 years and are due for retirement within two years or less can be nominated for this award.

**(F) Chief Minister's Award for Excellence in Public Service:**

This will be the highest award in the field of healthcare in the State. It will comprise of a monetary award and recognition to be awarded at an annual, high-level State function. The monetary awards will be in the following scale:

- (a) Doctors: Rs. 10 lakh each to 10 Doctors annually.
- (b) Other healthcare professionals: Rs. 5 lakh each.

**4. Selection criteria for the Awards:**

- (i) The awards at A & B will be given to institutions as per the Quality Standards achieved by them. For A & B only one award (highest) will be given. It will not be additive.

- (ii) The awards at C will be given to institutions as per their performance recorded during Mo Sarkar feedback calls.
- (iii) The awards at D will be as per achievement recorded in the Health Management Information System (HMIS) data.
- (iv) Nominations for the awards at E & F can be made by District administrations, public representatives or civil society organisations. The final selection will be made by a panel comprising of eminent healthcare professionals.

#### **5. Terms and Conditions of the Award:**

The awards will be open for Doctors, nurses, paramedics and other healthcare professionals serving in Government healthcare facilities or programmes in the State. For individual awards, the person must fulfil the following criteria:

- Must be working under Health & Family Welfare Department, Government of Odisha on regular/contractual basis.
- Must have an attendance of 90% or more in the past one year.
- Should not have a pending adverse PAR/CCR or disciplinary proceedings.
- There should not be any vigilance enquiry pending against him/her.
- Must have carried out an extraordinary significant activity, relating to medical profession/public health, for benefit of patients or the community.

By Order of the Governor

Dr. P.K. MEHERDA

Commissioner-*cum*-Secretary to Government